



Our Commitment to Child and Youth Safety

Keeping children and young people safe

We are committed to keeping children and young people safe. This commitment covers all the work of our Office, including our roles as the Ombudsman, Health Complaints Commissioner, Custodial Inspector, Energy Ombudsman, National Preventive Mechanism and the Official Visitors program.

We believe every child and young person has the right to feel safe and to be safe. Keeping them safe is everyone's job and we take this seriously. We have zero tolerance for child abuse and harm.

What we believe

- Every child and young person have the right to be safe and to be treated with respect.
- Children and young people have the right to be heard. We listen to them and take what they say seriously.
- The safety and wellbeing of children come first in everything we do.
- We do not accept abuse or harm of children in any form.

What we do to keep children safe

We work hard to:

- prevent harm to children and young people
- notice the warning signs when a child may be at risk
- act quickly and in the right way when we are worried about a child
- build a workplace where keeping children safe is part of every decision we make.

All our staff are trained to spot abuse and to know what to do if a child is at risk. Our leaders set the example and make sure these promises are part of our everyday work. If we believe a child is being harmed or is in danger, we report it straight away to the police or to child protection.

What you can expect from us

If you are a child or young person, you can expect that we will:

- listen to you and take you seriously

- treat you with respect and kindness
- talk with you in ways you understand
- let you have a say in decisions that affect you
- keep what you tell us private and only share it when we must to keep you safe or when the law requires it
- act quickly if you tell us you feel unsafe.

Listening to children and young people

We want children and young people to feel safe when they talk to us. If a child tells us that something is wrong, we will:

- listen carefully and let them use their own words
- believe them and let them know it is not their fault
- explain what will happen next in a way they understand
- treat what they tell us with care and keep it private as much as we can.

Respecting every child

We know that some children and young people face extra barriers when they ask for help.

We are committed to the safety of Aboriginal and Torres Strait Islander children and young people. We respect their culture, identity and community and we work in ways that are culturally safe. We support truth-telling and we respect the right of Aboriginal people to make decisions about what matters to their children and communities.

We also respect the needs of children who live with disability, who are LGBTIQ+, who come from different cultural backgrounds, or who cannot live at home. We make sure our help is easy to reach and easy to understand for everyone.

If you are worried about a child

If you are worried about the safety of a child or young person, you can act now.

- If a child is in danger right now, call **000**.
- To report that a crime may have happened, call **Tasmania Police on 131 444**.
- If you are worried about a child's safety or wellbeing, call the **Strong Families, Safe Kids Advice and Referral Line on 1800 000 123**.

You can also tell us. We take every concern seriously, call **1800 001 170**.

Holding us to this promise

We want to keep this promise every day. If you feel we have not kept it, you can tell us. You can make a complaint to our Office. We will take it seriously and look into it. Your feedback helps us improve.



Dr Grant Davies

Ombudsman

Office of the Ombudsman & Health Complaints Commissioner